

Montgomery County DLC Community Outreach

Common Sense Guide to Responsible Hospitality



On Premise Establishment *Hospitality of Licensed Establishments*

Hospitality is a very common method of Building relationships between customers and on premise licensed establishments. People usually go to bars, restaurants, taverns, and nightclubs to know each other and make friendship by drinking together. As most on-premise licensed establishments recognize the needs of their guests, they generally render best services and avoid serving alcohol beverages to underage or intoxicated persons. Although more choices, such as, food, entertainment, variety of beverages may generate more profits to them but they should know their responsibilities.

Suggestions for responsible hospitality

- ❑ Voluntarily participate in responsible server/retailer programs.
- ❑ Promote establishments as a safe, social, and enjoyable gathering place for everybody regardless of beverage of choice.
- ❑ Avoid promotions, advertisements, and practices that encourage over consumption.
- ❑ Develop and provide each employee with written policies describing accepted company practices that promote a safe, social, and pleasant environment.
- ❑ Educate employees to the rules and regulations, civil liabilities, and criminal statues governing the service of alcohol within the jurisdiction.
- ❑ Observe laws regarding server age.
- ❑ Develop policies and practices that prohibit the safe of alcohol beverages to underage persons and to adults who would provide alcohol to the underage.
- ❑ Develop policies and practices that discourage the sale of alcohol beverage to impaired adults and prohibit the sale of alcohol to intoxicated persons.
- ❑ Promote awareness of serving size and alcohol content through policies and practices.
- ❑ Server should ask for a valid identification card whenever he or she is in doubt of the age of a patron.
- ❑ Publicize alcohol policies in any visible location (e.g. We check ID).
- ❑ Make alcohol free beverage available whenever alcohol beverages are served.
- ❑ Encourage consumption of high-protein and low-salt foods that slow the absorption of alcohol into the bloodstream.
- ❑ Arrange alternative transportation for alcohol impaired customers.
- ❑ Make available treatment information/referral assistance to employees whose work performance may be impaired by an alcohol or drug problem.

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